Appendix F of DIR Contract Number DIR-TSO-2991
AT&T Synaptic Storage as a Service, AT&T Synaptic Storage as a Service for Government and AT&T Government Cloud- powered by CSC - Compute as a Service

Section Effective Date: 17-May-2013

AT&T Synaptic Storage as a Service provides Customer data storage on multitenant storage platforms located at designated AT&T IDCs on an on-demand, increment of usage basis. Customer designated devices having either internet or private network connectivity load data into storage and/or access data stored using an Application Programming Interface (API). Usage charges are measured in storage increments (e.g., gigabytes, terabytes). A data transfer charge applies to data retrieved by Customer from storage when using a public internet connection.

AT&T Synaptic Storage as a Service does not use logical unit numbers (LUNs), volumes or partitions, and it does not operate at either the block level or file system level. Information is stored as objects inside the AT&T Synaptic Storage as a Service repository.

SD-2.2. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Location Availability

Section Effective Date: 17-May-2013

AT&T Synaptic Storage as a Service is available at the following AT&T Internet Data Centers:

- Ashburn, Virginia
- Webb Chapel, Texas

SD-2.2.1. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Storage Policies

Section Effective Date: 01-Aug-2014

AT&T Synaptic Storage as a Service Storage Policies are described in the AT&T Synaptic Storage as a Service Storage Policy Table. Storage Policies control the number of locations, number of copies and specific functions applied to Customer data objects stored. Customer uses the API to designate the Storage Policy that applies to data objects stored.

AT&T Synaptic Storage as a Service Storage Policy Table

Storage Policy	Function	Description
Policy 1	Local Protection	Data objects are stored in one location and protected using erasure coding.
Policy 2	Remote Replication	Data objects are stored in two locations. The data object is stored in one data center and protected using erasure coding. A copy of the data object is replicated to a geographically remote data center. The second (replicated copy) is not protected by erasure coding.

SD-2.2.1.1. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government — Erasure Coding

Section Effective Date: 01-Aug-2014

Erasure coding is a software-based data protection methodology that may allow data recovery in the event of hardware failures. Erasure coding splits each data object into nine equally-sized segments, adds three parity segments, and then distributes these segments across different storage nodes within the platform. Should a hardware failure occur that results in loss of three or fewer segments, the system is designed to reconstruct the original data using the parity information

Other than as shown in an applicable Policy, Customer copies are not subject to separate backup by AT&T.

SD-2.2.1.2. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government — Data Object Durability

Section Effective Date: 17-May-2013

Synaptic Storage as a Service provides for Data Object Durability by detecting and repairing for lost data redundancy. Data Object Durability refers to the expected experience for protection against loss of the data object due to permanent disk failures (or other such permanent failures) on the physical infrastructure. Data Object Durability is not a measure of data object availability upon network request (e.g., availability for retrieval using network connectivity).

SD-2.2.1.3. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Encryption of Data

Section Effective Date: 17-May-2013

AT&T Synaptic Storage as a Service uses industry standard (SSL-based) encryption algorithms combined with the password security to support encryption of customer data in transit to the AT&T Synaptic Storage as a Service IDC location. AT&T Synaptic Storage as a Service does not encrypt data while at rest at the AT&T IDC, but will support Customer encryption of its data at rest.

SD-2.2.2. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Usage Reports

Section Effective Date: 17-May-2013

Usage reports are available on the AT&T Cloud Solutions Portal.

SD-2.2.3. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Support

Section Effective Date: 17-May-2013

Web-based customer support is available on the AT&T Cloud Solutions Portal. An enhanced customer support option providing live, toll-free phone support is available for an additional monthly fee.

SD-2.2.4. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Disconnection

Section Effective Date: 17-May-2013

Upon election by Customer to discontinue use of AT&T Synaptic Storage as a Service, AT&T is not required to retain any Customer data stored or loaded onto the Service platform after the disconnection date of the Service. Upon disconnection from the Service, AT&T policies will operate to eradicate data previously stored. Eradication first occurs when the customer, via the AT&T Cloud Portal, issues a delete command for the object. The AT&T Synaptic Storage as a Service policy manager issues an automated process which will break the relationship between meta tag associated with the Customer ID and physical storage object, which renders the data inaccessible. The AT&T Synaptic Storage a Service policy manager then blocks the sectors of the hard disk drive where the deleted physical object resides. Finally, a automated system process is scheduled, during which the system will overwrite the deleted sectors ten times with null information values (0s and 1s). Upon completion, the system will issue a meta tag showing the process is complete and open those sectors for new data to be written.

SD-2.2.5. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government – Direct Media Loading Option

Section Effective Date: 17-May-2013

The AT&T Synaptic Storage as a Service Direct Media Loading Option enables data to be loaded directly on the AT&T Synaptic Storage as a Service platform using portable storage media shipped to the AT&T IDC. Customer is responsible for storing data directly onto the storage media (and employing encryption or other data security) and for shipping media to a designated AT&T location. Media must be in a format acceptable to AT&T. AT&T will load data from storage media directly to the customer directory on the AT&T Synaptic Storage as a Service platform. AT&T will return the media using customer provided pre-paid (including any required insurance) shipping service to a customer-designated return shipping address.

SLA-2. Service Level Agreements

SLA-2.1. AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government - Availability — SLA

SLA-2.1.1. Performance Objective

Section Effective Date: 17-May-2013

The performance objective for AT&T Synaptic Storage as a Service Availability SLA is set forth in the AT&T Synaptic Storage as a Service Availability Performance Objective Table. If AT&T does not meet this performance objective in a given calendar month, Customer is eligible for AT&T Synaptic Storage as a Service Availability SLA credit as described in the AT&T Synaptic Storage as a Service Availability Performance Objective Table.

"AT&T Synaptic Storage as a Service Availability" is measured by the following calculation:
 ((TT - TTF) / TT) x 100 = Percentage (%) of AT&T Synaptic Storage as a Service Availability

- TT = Total available Minutes per Month (Total minutes in a month – Maintenance = TT). Total available minutes do not include Scheduled Maintenance.

- TTF = Total Minutes of AT&T Synaptic Storage as a Service Outage Minutes during the measurement Month

An AT&T Synaptic Storage as a Service Availability Outage shall occur if Customer is unable to access Synaptic Storage as a Service for more than a minute.

SLA-2.1.2. Service Level Agreement (SLA)

Section Effective Date: 17-May-2013

AT&T Synaptic Storage as a Service and AT&T Synaptic Storage as a Service for Government availability Performance Objective				
SLA = 99.99%	<99.99%-99.70%	<99.70%-99.00%	<99.00%-98.00%	<98.00%
Service Credit Applicable to Customer Monthly Charge for AT&T Synaptic Storage as a Service	5%	10%	12.5%	15%

SCHEDULED MAINTENANCE

- Scheduled Maintenance can occur Sun-Sat 12:01Am to 6AM Local IDC Time (Ashburn, VA = ET, Dallas, TX = CT)
- Scheduled Maintenance (see customer letter below) – customer's notified 7+ calendar days in advance with detail of customer impacts
- If the service is impaired to the point that business cannot be conducted (access VMs, change/update VM resources) then the trouble will be considered an outage.
- If the customer cannot access their VDC environment and/or manage VM resources (Start/Stop/Augment) when required, then the trouble will be considered an outage against Availability SLA.

SAMPLE LETTER for Scheduled Maintenance:

Sent: Friday, January 06, 2015 10:09 AM
To: AT&T Government Cloud Customer
Subject: Maintenance Notification - January 15, 2015 from 03:00 AM EST to January 15, 2015 07:00 EST and on January 16, 2015 03:00 AM EST to January 16, 2015 09:00 AM EST – Ashburn, Virginia IDC

Dear Customer:

As part of our ongoing effort to provide reliability, security and availability for our AT&T Government Cloud customers, on January 15, 2015 from 03:00 AM EST to January 15, 2015 07:00 EST and on January 16, 2015 03:00 AM EST to January 16, 2015 09:00 AM EST, AT&T will be performing hardware maintenance in our Ashburn, VA, Data Center. During the maintenance period, there should be NO impact to your existing virtual machines. However, the provisioning of new machines, updates or deletes to any machines using AVPN will not be available. We will work to minimize the disruption to your service and apologize for any inconvenience this maintenance may cause.

For questions/concerns regarding this maintenance, please contact us via the cloud portal at the following **URL: AGC URL TO BE ADDED** and reference change request # 2777619 and 2777617.

Regards,

AT&T Cloud Solutions for Government Support Team

https://clouduser.synaptic.att.com/clouduser/

Service Level Agreements (SLA)

SLA-1. General Cloud Solutions for Government SLA Terms

Section Effective Date: 17-May-2013

AT&T has established performance objectives for AT&T Cloud Solutions for Government Services. There are various service conditions that may or may not impact the Service Level Agreement (SLA) associated with established performance objectives. While AT&T does not guarantee performance objectives, AT&T will provide Customer notification when scheduled and unscheduled events may impact the performance objectives and defined SLA.

SLA-1.1. Definitions

Section Effective Date: 17-May-2013

The definitions below apply to the Service Level Agreement described in this Service Guide.

"Outage" is (unless stated otherwise) measured in minutes and is the time a Service or Service Component is unavailable on an unscheduled basis. An Outage does not include time when the Service or Service Component is unavailable during a scheduled period for maintenance, repair or upgrade. Customer notice of a scheduled maintenance, repair or upgrade may be given directly to Customer or by posting the AT&T Cloud Solutions for Government Portal and is deemed received by Customer upon posting.

"Maintenance" time can be either for "Scheduled Maintenance" or "Emergency Maintenance". "Scheduled Maintenance" is maintenance, repair or updating activities that are performed during a maintenance window established by AT&T (e.g., by publishing on the AT&T Cloud Solutions for Government Portal) or a maintenance window agreed to by AT&T and Customer. AT&T may also perform Scheduled Maintenance by providing Customer a minimum of five (5) business days notice prior to the day the Scheduled Maintenance will occur. "Emergency Maintenance" is unscheduled maintenance, repair or updating activities that are necessary in order to protect AT&T facilities, network services or the security of Customer equipment or property. AT&T will attempt to provide reasonable notice to the Customer when AT&T determines that it is required to perform Emergency Maintenance prior to the maintenance activity being performed.

SLA-1.2. SLA Exclusions and Limitations

Section Effective Date: 17-May-2013

AT&T is not responsible for failure to meet an SLA resulting from:

misuse of the Service by the Customer;

the acts of a third party service provider providing service to Customer relating to the AT&T Service (e.g., a Cloud Enabler);

service interruptions, deficiencies, degradations or delays caused by:

customer application failures

system administration, commands, file transfers performed by Customer;

problems with Customer provided content or programming errors including, but not limited to, content installation and integration, or failure to patch and maintain any software installed on the VM;

actions taken by Customer during a time in which it is provided root/privileged access;

performance by Customer (whether or not authorized by AT&T) of any technical security integrity review, penetration test, or vulnerability scan; and

force majeure conditions, as defined in the Customer service agreement.

SLA-2.2. AT&T AT&T Government Cloud powered by CSC Availability — SLA

SLA-2.2.1. Performance Objective

Section Effective Date: 17-May-2013

The performance objective for AT&T Government Cloud powered by CSC Access Availability is set forth in the AT&T Government Cloud powered by CSC Access Availability Performance Objective Table.

"AT&T Government Cloud powered by CSC Access Availability" is measured by the following calculation:

((TT - TTF) / TT) x 100 = Percentage (%) of AT&T Synaptic Compute as a Service Access Availability

TT = Total Available Minutes per Month (Total minutes in a month – Scheduled Maintenance =TT). Total Available Minutes do not include Maintenance.

TTF = Total Minutes of AT&T Government Cloud powered by CSC Access Availability Outage Minutes during the measurement Month.

An AT&T Government Cloud powered by CSC Access Availability Outage occurs if Customer is unable to access for more than a minute the AT&T Synaptic Compute as a Service using the graphical user (web) interface provided by AT&T.

SLA-2.2.2. Service Level Agreement

Section Effective Date: 17-May-2013

AT&T Government Cloud powered by CSC Access Availability Performance Objective Table					
SLA = 99.9%	<99.9% - 99.0%	<99.0%-98.0%	<98%-97.0%	<97.0%-90.0%	<90%
Service Credit Applicable to Customer Monthly Charge for AT&T Compute as a Service for Government	5%	10%	12.5%	15%	20%